

TrueBand Internet Services

A complete, competitive package with the features your customers demand



Your Single Source For:
Customized Internet Solutions
High-speed Connections
24x7 Tech Support
Web Solutions
Engineering Services
Cooperative Pricing



You know the challenges of being an ISP. You've got to offer a reliable Internet connection with state-of-the-art features. You've got to provide 24x7 technical support that meets the needs of Web-savvy surfers, first-time users, and everyone in between. And you've got to offer all that at a competitive price. TrueBand Internet Services delivers NRTC members services exclusively designed for rural utilities, to meet your needs. And our offering is flexible, so you can choose only the services you need to expand your reach.



For more information about TrueBand, call 1-866-672-6782 or visit www.trueband.net

With TrueBand Internet Services, you have a competitive edge:

- **You own your business and your customers.** We supplement our solutions with partnership agreements that allow you to keep your local customer relationship.
- **You maintain your own local brand.** As a TrueBand partner, you brand all services with your logo and name.
- **You retain more revenue.** Because TrueBand is offered through your national cooperative, you benefit from the pricing benefit of aggregate buying power.
- **You have “ground floor” access to the latest technology solutions from best-in-breed vendors.** NRTC partners with vendors like AT&T and Cisco Systems to bring TrueBand members the equipment and services they need at affordable rates.
- **You receive our support.** NRTC supports members' businesses with operations, training, marketing expertise, and access to future Internet content and applications.





With **TrueBand Internet Services** we're able to do all the things that the big guys like AOL can do. We've partnered with TrueBand, and now we can compete with anyone out there today.



– **LeTina Mills, Plumas-Sierra Electric, California**

Access

When you partner with TrueBand Internet Services, you get much more than a way to connect to the Internet. Our services include:

- Up to five e-mail accounts per subscriber household (5 MB each)
- Personal Web space (10 MB space)
- Web mail
- Mail-at-your-domain: branded e-mail for your key accounts
- Spam and virus filtering
- Authentication and DNS services
- Online account management tools
- Marketing support for your business

Technical Support

You'll be proud to put your name on our technical support solution. Whether your users connect to the Internet with dial up, satellite, DSL, cable modem, or wireless, our trained technical service representatives can help them get online and get the most out of their service. TrueBand Technical Support combines the technical expertise you want with the commitment to quality customer care you've used to build your business. We offer:

- Support for dial-up, DSL, satellite, fixed wireless, and cable modems
- Online access to trouble tickets
- Toll-free service for your subscribers
- Member, toll-free monitoring line
- Flexible solutions, including 24x7, after hours, per call and per minute options



TrueBand Internet offers 'a la carte' services to those who prefer or need only specific products and support, allowing flexibility for anyone to accommodate their customers and partners.

– Jerry Smith, Farmers Telephone Cooperative, Alabama

Network Operations Center and Managed Services

As a TrueBand partner, you can take advantage of our engineering resources to provide 24x7 monitoring and troubleshooting of your network. Our dedicated engineers will help optimize your Internet offering, and help make sure you're ready for future growth, and new technology. Our services include:

- 24x7 monitoring for your point-of-presence
- Trouble isolation and resolution
- Engineering support
- IP Management
- Internet connectivity provisioning and management
- Online bandwidth and usage reports
- Hardware maintenance contracts

Engineering and Infrastructure

Our engineers specialize in translating your business requirements into technical specs. We offer engineering solutions for all access methods, including:

- Network diagrams, design specs, and configuration services
- Fixed-wireless site surveys, including design specs, propagation studies, and spectrum analysis
- Deep discounts on equipment, from vendor partners including Cisco, Lucent, and YDI
- Dedicated connections
- Favorable pricing on circuits from AT&T



Web Hosting/E-commerce

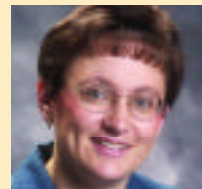
When you partner with TrueBand, you can bring quality, reliable Web Hosting and e-commerce services to your community. Take advantage of reseller pricing with attractive margins, and no technical hassles! And we'll support you with training and marketing materials. Our solutions include:

- Windows and Linux Web hosting
- E-commerce
- Cold Fusion hosting
- Domain Name registration, including .coop
- Flexible solutions to meet your customer needs

What are you waiting for?

We understand that your needs are unique. That's why we offer our solutions on an a la carte basis, so you can take advantage of only what you need. Call NRTC today to find out how TrueBand Internet Services can tailor a solution to meet your needs. We'll help you gain a competitive edge in the ISP marketplace. With our support, you can concentrate on what matters most: your customers.

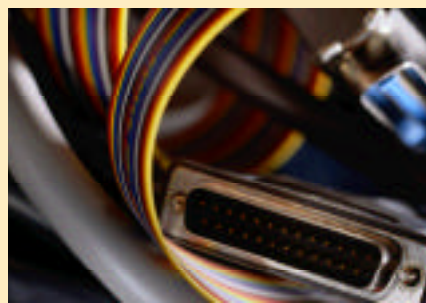
TrueBand ISP services are available from the National Rural Telecommunications Cooperative (NRTC). NRTC is committed to helping rural electric and telephone utilities strengthen their businesses with solutions uniquely suited to the needs of their customers.



“ We switched to **TrueBand Internet** and—at last—we received good service, plus they responded promptly. They guided us along, making a technical, confusing conversion process so much simpler.

”

– **Andrea Christoffer, CCC Federated Rural Electric, Minnesota**





**National Rural
Telecommunications Cooperative**
2121 Cooperative Way
Herndon, VA 20171-4542

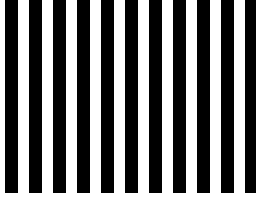




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Herndon, Virginia 20171



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TRUEBAND INTERNET SERVICES
NRTC
2121 COOPERATIVE WAY
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YES. I would like more information about TrueBand Internet Services

NAME: _____

TITLE: _____

COMPANY: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

PHONE: _____ E-MAIL: _____



Find Out More

Return this card to NRTC, and we'll contact you with more information about NRTC's TrueBand Internet Services.

For more information about TrueBand, call 1-866-672-6782 or visit www.trueband.net